



IS THE COORDINATED SYSTEM OF CARE RIGHT FOR THE CHILDREN, YOUTH AND FAMILIES YOU WORK WITH?

REVISED 1/19/2016

The **Coordinated System of Care (CSoC)** brings together the Department of Health & Hospitals (Office of Behavioral Health and Medicaid), the Department of Children & Family Services, the Department of Education, the Office of Juvenile Justice, the Governor's Office, family, youth and advocate representatives to establish a service delivery system that is better integrated, has enhanced service offerings and achieves improved outcomes. CSoC services are available throughout Louisiana. Specific goals for the CSoC include:

- Improving the overall outcomes for enrolled children/youth and their caregivers
- Decreasing the number of youth in residential/detention settings
- Reducing the state's cost of providing services by leveraging Medicaid and other funding sources

WHO DOES CSOC SERVE?

Children/youth eligible for CSoC are those who have significant behavioral health challenges and are in or at-risk of out of home placement. Out of home placement includes:

- Addiction facilities
- Alternative schools
- Detention facilities
- Developmental disabilities facilities
- Foster care
- Homeless as identified by Department of Education
- Non-medical group homes
- Psychiatric hospitals
- Psychiatric residential treatment facilities
- Secure care facilities
- Therapeutic Foster Care
- Therapeutic Group Homes

WHAT SERVICES ARE PROVIDED FOR ELIGIBLE CHILDREN/YOUTH AND FAMILIES?

Along with the array of services provided by the Office of Behavioral Health (OBH) and other network providers, children and families enrolled in CSoC will be eligible to receive:

- Wraparound Facilitation
- Parent Support and Training
- Youth Support and Training
- Independent Living/Skills Building
- Short Term Respite Care

For a full description of each of these services, see chapters 1 and 3 of the Service Definitions Manual found on the OBH web site at: <http://new.dhh.louisiana.gov/index.cfm/page/538>.

HOW CAN YOUNG PEOPLE AND FAMILIES ENROLL IN CSOC?

If you are working with a child or youth who has significant behavioral health challenges and appears to be at-risk of out of home placement, call the member's Bayou Health Plan with the parent and ask for a screening for CSoC to determine eligibility.

The Bayou Health Plan will conduct a brief screening process and refer to Magellan for the brief CANS assessment. If a youth and family are deemed eligible for CSoC, they will be referred to a Wraparound Agency (WAA) to complete the comprehensive CANS to determine eligibility for enrollment into CSoC. If a youth and family are not eligible for CSoC, the insurer will work to develop an alternative plan.

HOW WILL YOUTH AND FAMILIES BENEFIT FROM CSoC PARTICIPATION?

Once identified for enrollment, each youth and family will receive an individualized assessment that will inform the planning process. Concurrent with the assessment, youth and families will be referred to a WAA and Family Support Organization (FSO).

The WAA will conduct an individualized care planning process using an innovative practice known as “wraparound” and “Child and Family Teams.” This process brings together all people involved in the life of the youth and family to identify the priority needs and create interventions that will benefit the family. Wraparound Facilitators will lead the team-based planning process to develop an individualized plan of care that defines needs and appropriate services to address those needs. In addition to formal services, Wraparound Facilitators will identify and link families, children and youth to beneficial community-based, informal and natural supports. As part of this process, the FSOs may provide parent and youth support and training. These services are offered by specialists who have gone through similar challenges and who offer direct intervention services, including support and connection to community resources, geared at skill development for both parents and youth to foster resiliency and self-sufficiency.

WHAT IF A FAMILY ENROLLS IN CSoC THEN DECIDES TO DISCONTINUE CSoC SERVICES?

Should families choose to discontinue CSoC services, they may be eligible for other specialized behavioral health services using the routine authorization process for services.

WHERE CAN I LEARN MORE ABOUT THE LBHP AND CSoC?

- Additional information about CSoC: www.csoc.la.gov
- Information about Bayou Health Plans: https://bayouhealth.com/LASelfService/en_US/home.html
- Service definition manual: <http://new.dhh.louisiana.gov/index.cfm/page/538>
- Service Provider Manual: <http://www.magellanoflouisiana.com/for-providers-la-en.aspx>

IF I HAVE ADDITIONAL QUESTIONS, WHO SHOULD I CONTACT?

Bayou Health Plans can be contacted as follows:

Aetna Better Health	1-855-242-0802
Amerigroup	1-800-600-4441
AmeriHealth Caritas	1-888-756-0004
Louisiana Health Care Connections	1-866-595-8133
United Health Care	1-866-675-1607
If you are not sure to which plan you belong:	1-855-BAYOU4U

Magellan: 1-800-424-4489/TTY 1-800-424-4416

DHH Office of Behavioral Health CSoC Director: Connie.Goodson@la.gov or 225-342-5236